

**Amendments In the Specification**

Please amend the paragraphs beginning on line 6 of page 1 and ending on line 4 of page 2 as follows:

**CROSS-REFERENCE TO RELATED APPLICATIONS**

This application relates to application serial no. ~~\_\_\_\_\_ (attorney docket M-11404-US)09/823,590~~, filed on same day herewith, entitled “System and Method for Multi-Channel Communication[[s]] Queuing” and naming Anil K. Annadata, Wai H. Pak, and Rohit Bedi as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. ~~\_\_\_\_\_ (attorney docket M-11405-US)09/823,770~~, filed on same day herewith, entitled “System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing” and naming Anil K. Annadata, Wai H. Pak, and ~~MingtseMingte~~ MingtseMingte Chen, and Henry D. Jay as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. ~~\_\_\_\_\_ (attorney docket M-11530-US)09/823,828~~, filed on same day herewith, entitled “Adaptive Communication Application Programming Interface” and naming ~~MingtseMingte~~ MingtseMingte Chen, Anil K. Annadata, and Leon Chan as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. ~~\_\_\_\_\_ (attorney docket M-11529-US)09/823,835~~, filed on same day herewith, entitled “~~Multi-Channel Media~~ Media-Independent Communication Server” and naming ~~MingtseMingte~~ MingtseMingte Chen, Anil K. Annadata, and Leon Chan as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. ~~\_\_\_\_\_ (attorney docket M-11527-US)09/823,769~~, filed on same day herewith, entitled “Configurable Media-Independent Server” and naming Anil K. Annadata and ~~MingtseMingte~~ MingtseMingte Chen as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. \_\_\_\_\_ (~~attorney docket M-11538 US~~) 09/823,678, filed on same day herewith, entitled "An Extensible Interface for Inter-Module Communication" and naming Wai H. Pak as inventor, the application being incorporated herein by reference in its entirety.